



Loan Processing

Introduction

When it comes to Finance, Loan Process tend to pose as a formidable challenge. Automation has proven to be a game-changer, successfully overcoming hurdles in the process. At AGT, we understand these challenges and have a proven track-record of implementing our license-free, AI powered solution to drive desirable outcomes for our clients. Through this whitepaper, we aim to share our understanding of Loan processes using a sample process.



Sample Process Overview

Marketing

Sales

Credit Operations

Customer Service

Collection

Pre-Automation

Email/ SMS campaigns triggered manually.

Post-Automation

Scheduling campaigns, automated triggers set for different customer segments.

Pre-Automation

Team Lead assigns leads to call-center agents who manually dial calls on at a time.

Post-Automation

Leads uploaded to dialer system, user can choose to dial multiple calls at once. As soon as a call is answered, it gets assigned to an agent.

Pre-Automation

Repeatable tasks like document verification, data entry, report generation, parts of Underwriting. Very important area for automation.

Post-Automation

RPA/ AI/ APIs can be deployed to automate repeatable tasks or processed involving rule-based decisions.

High-impact and high success rates can be achieved.

Pre-Automation

Service request assignment and fulfillment done manually by agents.
Teams must be deployed in 2-3 shifts depending on process for quick resolution.

Post-Automation

Automation can provide 24x7 request resolution support, ensure lower TAT, lower handling times and higher accuracy.

Pre-Automation

Customer is contacted post-default on EMI, agents have to be assigned leads by managers.

Post-Automation

Data-science models can predict likelihood of default on EMI, automated calls/ SMS can enable timely payments through reminders.

Leads assignment can be automated.
Real-time tracking of status can also be done.

Python for Automation of Loan Processing

The Loan process has a set of clearly defined rules or decision guidelines which makes it a suitable candidate for automation. Among the different tech solutions for automation, Python has certain capabilities that can drive successful outcomes, especially in the BFSI automation space; they are as follows. We also discuss their relevance to the Loan Process.

Data Extraction and Preparation

Availability of Python
libraries facilitates data
extraction and
standardization. In the Loan
process, financial data from
different sources need to be
extracted and consolidated.
With Python, these activities
can be performed in less
time and without errors that
may occur during manual
execution.

Data Matching

Python has the ability to match transaction records across different accounts, identify discrepancies, and reconcile them through its filtering, grouping, and aggregation functions.

This ensures accuracy in crucial steps of the Loan process.

Exception Handling and Error Reporting

It is important to flag and report anomalies during any process automation. This capability can help organizations track discrepancies and investigate their root cause.

Scalability and Customization

As transaction volumes grow, Python's ability to handle large datasets and process them efficiently becomes crucial. In the Loan Process, the organization has to work with cumulative data which will only grow in volume with time. Therefore, it is important to deploy a solution that can cater to this requirement.

Thus, Python provides a robust and flexible framework for automating the Loan process, enabling organizations to improve accuracy, efficiency, and financial control.

Benefits

- + Improved efficiency by reducing processing time
- + Reduce FTE cost associated with data entry, document validation, and other manual processes.
- + Faster decision making, enabling faster loan approval or rejection.

- Enhanced accuracy
- + Improved compliance
- + Improves customer satisfaction
- + Data management



3x processing time reduces



95% FTE reduces



80% cost saving



90% error reduces

About AG Technologies

AG Technologies headquartered in Mumbai is a human-centered digital transformation company that focuses on creating value for our stakeholders through the integration of people, processes, and technology.





